

MADERA COUNTY

SENIOR INFORMATION TECHNOLOGY SYSTEMS ANALYST

DEFINITION

Under general direction, to serve as a technical expert in network and computer technology; to administer complex, large-scale local and wide area networks and/or information systems; to provide lead direction and assistance to subordinate staff; to provide training and answer questions for users on the use of application software and equipment, particularly on county-wide networks and information systems; to function as a database administrator and/or security administrator on large scale county-wide systems; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Information Technology Analyst class series. Positions at this level are distinguished from the lower classifications by the complexity and difficulty of the work performed and possess a significant level of specialized, technical and functional expertise beyond that expected at the journey level. Positions at this level require highly specialized knowledge, abilities, skills and experience, and often exercise independent judgment in the performance of their duties. Assignments at the this level may require full proficiency in two or more network operating systems such as Novell Netware, Unix, Windows NT/2000 Server, Cisco Routers, or OSI level 2 and OSI level 3 Switches.

SUPERVISION EXERCISED

May exercise technical and functional supervision over professional, technical and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Manages design, acquisition and installation projects; develops projected costs for Information Technology projects; plans and executes LAN and WAN modification and installation projects, requiring team work and including interface with contractors, vendors and consultants; performs remote and/or on-site diagnostics and troubleshooting using diagnostic software and basic test equipment; analyzes software conflicts, hardware problems, and operating and integration of desktop workstations within the County network and Internet environment; adds users, assigns identification and access levels; performs backups and other routine network administration duties; implements advanced network security and access schemes; resolves problems related to application software, operating system, hardware, printing, and networks; refers major system problems to appropriate specialists; assists department users in evaluating strategic information technology options and identifies potential technology applications; designs and lays out large scale, complex systems for installation; installs, configures, upgrades, troubleshoots, repairs and maintains desktop computer workstations, servers and peripherals; tests hardware for proper operation; designs, installs, configures, upgrades, troubleshoots, repairs and maintains LAN/WAN communication equipment and infrastructure equipment; installs, configures and maintains new and/or upgraded operating systems, applications, protocols, remote access, and network software; monitors complex LAN and server operations, checks for error and warning messages and takes corrective actions; writes programs for broad and complex database applications, file extraction, form production, and related tasks; provides support for modification and maintenance of specialized systems; maintains current knowledge of the field including learning new and existing software, applications, databases and hardware; acts as a liaison and represents the department in meetings with other departments, contractors, vendors or agencies.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Techniques of project planning and management.
Network and PC operating systems, advanced LAN and WAN concepts, and application of the OSI network model.
Principles and techniques of installation and troubleshooting of network operating systems.
Internet protocols and services (WWW, FTP, NNTP, DNS, SMTP, POP3, etc.)
Techniques, equipment and diagnostic software used in the assembly, troubleshooting and repair of personal computers.
Network/server configuration and administration for large scale and complex systems.
Programming languages for the personal computer.
Techniques for explaining technical concepts to non-technical users.
Principles and practices of work planning, evaluation and training.
Analytical techniques for documenting user department network requirements and translating user requirements into hardware and software specifications.

Skill to:

Operate a motor vehicle safely.
Operate modern office equipment, including computer equipment.

Ability to:

Plan, coordinate and monitor complex projects.
Assemble, install, configure, repair and maintain computer hardware, peripherals and components.
Develop and maintain IP/IPX network structure and sub nets.
Perform advanced system administration and maintenance functions with network operating systems, hardware and software.
Install, configure, modify and maintain operating system, application, network, remote access, and specialized software.
Evaluate user department needs and recommend installations of new network equipment and servers.
Provide training, assist users in problem resolution, and explain system and application use.
Plan, organize, and evaluate the work of others.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of current journey level experience performing network user support equivalent to that of an Information Technology Systems Analyst I/II with Madera County.

Education:

Equivalent to two years of college level course work in Computer Science, Information Systems, or a closely related field, including course work in techniques of system analysis.

License and/or Certificates: (continued)

Possession of, or ability to obtain by date of appointment, a valid California Driver's License issued by the State Department of Motor Vehicles.

Possession of one or more of the following: Microsoft Certified Professional (MCP), Microsoft Office User Specialist (MOUS), Microsoft Certified Technology Specialist (MCTP), Microsoft Certified IT Professional (MCITP), Project Management Professional (PMP) or equivalent certifications as determined by the Director of Information Technology.

Special Requirements:

Essential duties require the following physical skills, work environment, and characteristics:

Ability to: sit, stand, reach, balance, walk, kneel, crouch, stoop, squat, crawl, twist, climb, lift 25 lbs., utilize precision tools and equipment; be exposed to cold, heat, noise, mechanical and electrical hazards; work in a confined space; travel to different sites and locations; work a variety of shifts or hours and return to work after hours and on weekends as needed.

Must meet physical, background and job related standards.

Effective Date: April, 2007